**Claudia Moussis**

Houston, TX | 713.907.1814 | Claudia.moussis@gmail.com | www.linkedin.com/in/cmoussis

**IT Management | Program Management | Delivery Excellence**

Bilingual, results-oriented IT Director/Sr. Manager with keen determination to be successful. Passion for helping businesses solve complex challenges using technology to make things work better, cheaper, and faster to create a competitive advantage. Used a consultancy approach to translate corporate strategy into a sound IT strategy and programs of work which optimized technology, business processes, and practices. By tapping into natural ability to foster teamwork in global environments, consistently delivered successful projects and achieved stakeholder satisfaction. Experience managing $110M+ portfolio of projects and managing a department of 37 employees.

**Areas of Expertise**

Portfolio Management | Agile Development | Cloud Projects | Delivery Excellence/KPI Metrics | Process Improvement

Consulting | Project Management | Project Management Office | Customer Experience | Mechanisms

Customer Support Center | Enterprise Content Management| Design Thinking

**Project Management:** MS Project | CEMEX Way Bus. Process Model & Methodology | CSC’s Program Management Certification | ERP: JD Edwards & SAP | Agile/Scrum Project Management | Design Thinking

Angular, Json, JBPM, CI/CD | AWS ECS, AWS EKS, AWS Aurora | Database: SQL / Data Management

**Professional Experience**

**Amazon Web Services (AWS),** Houston, TX **12/2019 – 6/2023**

**Sr. Portfolio Manager**

Headed cross-team initiatives that improved selling, delivering, and integrating the Voice of the Customer (VoC) for bar raising results, driving ability to forecast revenue and ensure delivery of customer business outcomes. Accelerated these outcomes through the identification, design, deployment, and ownership of innovative mechanisms, processes, tools, best practices, lessons learned, and technologies designed to enable and scale customer-facing roles. Single Threaded Leader (STL) providing insights from data and trend analysis to make better decisions focusing on “Consistency and Efficiency” to drive business outcomes and increase revenue.

* Executed transformational change that improved portfolio health by 40% and achieved a 9.4 score in Customer Satisfaction (3% points above goal) by advising a Customer Segment Team (CST) with a portfolio of $110M in revenue on: risks, trends, best practices, lessons learned, and creating new processes and mechanisms.
* Envisioned, developed, and supported the Voice of the Customer (VoC) mechanism for a CST with a portfolio of $226M in direct revenue exceeding Customer Satisfaction (CSAT) by 3% (9.4, goal 9.1) and improving CSAT Received rate by 30% (78%, goal 60%).
* Envisioned and developed dashboards for Revenue, Billable Bookings, and Unscheduled Backlog providing real-time data, reducing manual effort by 20%, and 100% accuracy for a CST with a portfolio of $110M in revenue.

**Halliburton/Landmark Software,** Houston, TX **12/2015 - 12/2019**

**Sr. Project Manager**

Provided project and program leadership for Landmark’s Enterprise Solutions deployments in the O&G industry. Planned, organized, directed, controlled, and delivered on-time, within budget, high-quality profitable projects/programs that meet or exceed customer expectations. Worked with clients using Design Thinking to co-innovate to build the digital twin and deliver solutions that transform operations using agile development in an open platform in the cloud.

* Directed the development and deployment of a Well Schematics solution for a major Oil & Gas company aiming to reduce the workforce by 75% (from 1,200 to 300 engineers) using Design Thinking, agile development and technologies like angular, Json, etc. using continuous Integration/ continuous Deployment (CI/CD) in the Open Earth Community (OEC) to be deployed at the client’s AWS private cloud for users around the world.
* Managed the development and deployment of a Well Casing Design solution for a major Oil & Gas company aiming to reduce the well design cycle by 70% (from 12 to 4 months) using Design Thinking, agile development, microservices, JBPM, etc. using CI/CD in OEC to be deployed at the client’s AWS private cloud.

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**The Information Store,** Houston, TX **10/2014 - 9/2015**

**Director of QVA PMO**

Provided leadership for large, complex Quick Value Assessment (QVA) Projects and Programs in the Oil and Gas industry that deliver unique engineering consulting and solutions along an exclusive methodology that identifies prospective potential resources and reserves to aid customers improve oil production, reserves, and operations.

* Envisioned and co-developed a Project and Program Management Framework, tool, and best practices for the Petro Services department used to manage a $40M program over 3-years for a National Oil Company (NOC) expected to help increase oil production by re-opening 60% of the shut-in wells.

**Director of Operations,** Mexico, and Latin America **10/2013 - 10/2014**

Provided leadership for operations in Mexico and Latin America. Responsible for planning, organizing, and directing activities to deliver projects in the energy industry. Headed the performance of all departments' functions: HR, Finance, IT, Office Management, Project Delivery and Sales Support.

* Evaluated and selected payroll and tax specialty companies to support expansion in Mexico. Reduced tax risks and corporate taxes by 15%.
* Expanded taskforce from 6 to 20 (300%) employees, resulting in 200% revenue growth.

**Shell Upstream Americas,** Houston, TX **10/2012 - 10/2013**

**Business Transformation Lead – Independent Contractor**

Provided leadership to establish Shell Upstream America’s (UA) Enterprise Information Management (EIM) / SharePoint (SP) Strategy to migrate 37 TB of content from Live Link to SP and to improve findability, compliance, reduce risk and inefficiencies. The focus was to triage and migrate business processes and build the information foundation: Information Architecture, SharePoint Solution architecture, EIM Governance, Content Migration strategy and tools needed to manage the content migration.

* Headed the UA EIM/SP Program Roadmap managing the Business Transformation team. The program included an OCM workstream that used Shell’s OCM methodology. Worked with the business units (BUs) to map the process “As-Is” and to define the process “To Be”. Program aimed to standardize best practices and reduce cost of ownership by 15%.

**LyondellBasell,** Houston, TX **07/2011 - 10/2012**

**Sr. Manager Enterprise Content Management (ECM)**

Provided leadership establishing a global ECM Strategy to improve findability, compliance, reduce risk and inefficiencies. Focused on reducing 34 disparate ECM systems to reduce cost-to-serve and improve user experience. Responsible for Documentum, SharePoint, and new ECM technologies. Accountable for success of the ECM Strategy, Governance and Customer Satisfaction.

* Developed global ECM strategy to address company’s challenges and created actionable ECM Program for 2012-2014. Recommendation reduced EMC systems by 70% (10 from 34), improving business processes, and reducing cost of ownership.

**Education**

**Global Executive Master of Business Administration, MBA**

Duke University, Fuqua School of Business, Durham, NC

**Bachelor of Science, B.S. Computer Science**

Tecnológico de Monterrey, Monterrey, N.L., México

**Certifications**

* Scrum Fundamentals Certification (SFC) 2023
* Project Management Institute (PMI), PMP Certification 2006
* CSC Program Manager Certification 2007
* AIIM, ECM Master Professional Certification 2008